

DUOCALL COMMUNICATIONS LTD

Carbon Reduction Plan

Registered Address: Glebe Farm Down Street, Dummer, Basingstoke, England, RG25 2AD

Company Number: 06330709

Introduction

DuoCall Communications Ltd is a specialist managed service provider, delivering cutting-edge Voice, Connectivity, IT, and Mobile technologies alongside top-tier service and support. We enable businesses to enhance communication, collaboration, and productivity, while also improving customer service and response times. As a company, we are committed to integrating reliable technologies with UK-based support that we are renowned for. Whether it's implementing a hosted phone system, embracing cloud computing, or securing internet connectivity, DuoCall provides comprehensive solutions tailored to our clients' needs.

We are proud to be Cyber Essentials Plus Certified and hold ISO 9001:2015 and ISO 27001:2013 certifications, demonstrating our commitment to quality management, information security, and cybersecurity.

The carbon emissions calculations presented in this Carbon Reduction Plan were derived using the Greenhouse Gas (GHG) Protocol standards, ensuring adherence to internationally recognised guidelines. The following references were utilised in the calculation process:

- **GHG Protocol Corporate Standard:** <https://ghgprotocol.org/corporate-standard>
- **UK Government Conversion Factors for Company Reporting:** <https://www.gov.uk/government/collections/government-conversion-factors-for-companyreporting>
- **GHG Protocol Scope 3 Standard:** <https://ghgprotocol.org/standards/scope-3-standard>

These references provide the foundational methodologies and conversion factors necessary for accurate and transparent reporting of GHG emissions across various scopes.

Commitment to Net Zero by 2030

DuoCall Communications Ltd is fully committed to achieving Net Zero emissions by 2030. Our journey towards this goal involves a robust strategy of monitoring, reducing, and offsetting our carbon emissions. We recognise the importance of reducing our carbon footprint and are dedicated to implementing sustainable practices across all aspects of our operations by 2030.

Baseline Emissions Assessment

Baseline Year: 1st August 2021 – 31st July 2022

Due to the impact of the COVID-19 lockdowns, DuoCall did not monitor carbon emissions prior to 2021. However, starting in 2022, we began actively tracking and recording our emissions.

Baseline Emissions:

- **Scope 1:** 0.0114 t CO₂e
- **Scope 2:** 0.0094 t CO₂e
- **Scope 3 (Included Sources):** 0.3957 t CO₂e
- **Total Emissions:** 0.4165 t CO₂e

In the subsequent reporting year, we continued our efforts to monitor and reduce emissions.

1st August 2022 – 31st July 2023

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Emissions:

- **Scope 1:** 0.0093 t CO₂e
- **Scope 2:** 0.0086 t CO₂e
- **Scope 3 (Included Sources):** 24.52 t CO₂e
- **Total Emissions:** 24.5379 t CO₂e

Scopes and categories ¹	Metric tons CO ₂ e
Scope 1: Direct emissions from owned/controlled operations	0.00
Scope 2: Indirect emissions from the use of purchased electricity, steam, heating, and cooling	4.2355
Scope 3 emissions	
Category 1: Purchased goods and services	0.00
Category 2: Capital goods	0.00
Category 3: Fuel- and energy-related activities (not included in scope 1 or scope 2)	0.00
Category 4: Upstream transportation and distribution	0.00
Category 5: Waste generated in operations	0.0256
Category 6: Business travel	15.1467
Category 7: Employee commuting – Local Bus Work From Home	35.9198 10.8092
Category 8: Upstream leased assets	0.00
Category 9: Downstream transportation and distribution	0.00
Total	66.1368 t CO₂e

Explanation of 0.00 Emissions

For the current reporting year, several categories within Scope 1, Scope 2, and Scope 3 show 0.00 t CO₂e emissions. This is due to the fact that DuoCall Communications Ltd does not have identifiable emissions in these categories. Specifically, we do not own or control any operations that would result in Scope 1 emissions, and our electricity and other utilities are sourced from renewable or low-carbon providers, leading to zero Scope 2 emissions. Similarly, certain Scope 3 categories such as purchased goods, capital goods, and upstream transportation have no significant emissions associated with our operations.

Year-on-Year Emissions Spike

Transition to Accurate Data Collection

- Initial Baseline Year (2021-2022):** The baseline emissions data for the period from 1st August 2021 to 31st July 2022 was calculated under challenging conditions. The data was collected during and immediately after the COVID-19 lockdowns, a period when many operations were either paused or significantly scaled down. Additionally,

¹ Further disaggregation of certain categories may be necessary. Additionally, if categorisation of scope 3 activities is not followed as prescribed in the standard, indicate where they are included.

the company's data collection processes were less mature, leading to potential underreporting or omissions of certain activities.

- **Subsequent Year (2022-2023):** In the following reporting period (1st August 2022 to 31st July 2023), DuoCall Communications Ltd made significant improvements to its data collection methodologies. This included:
 - **Data Streamlining:** The company introduced more systematic and comprehensive methods for tracking emissions across all relevant activities. This ensured that no significant source of emissions was overlooked.
 - **More Accurate Data Collation:** By refining the process of data gathering, the company was able to capture a more complete and accurate picture of its carbon footprint. This included better tracking of business travel, employee commuting, and homeworking emissions.

Impact of Improved Data Accuracy

The improvements in data collection and reporting accuracy led to a more realistic and detailed representation of the company's carbon emissions. As a result, the reported emissions for the 2022-2023 period showed a significant increase compared to the previous year. This spike does not necessarily indicate an actual increase in emissions but rather reflects the enhanced ability of the company to monitor and report its environmental impact more accurately.

Continuous Improvement in Reporting

DuoCall Communications Ltd is committed to maintaining and improving the accuracy of its emissions reporting. The year-on-year spike is an expected outcome of this ongoing effort to enhance data accuracy. As the company continues to refine its data collection processes, future emissions reports will provide an even clearer understanding of its environmental footprint, enabling more effective carbon reduction strategies.

The observed spike in emissions year-on-year is primarily due to the transition from less detailed to more comprehensive and accurate data collection methods. This improvement is a positive step towards ensuring that DuoCall Communications Ltd's Carbon Reduction Plan is based on the most reliable and precise data, allowing the company to make informed decisions as it progresses towards its Net Zero goal by 2030.

Carbon Reduction Targets

To achieve our goal of Net Zero emissions by 2030, DuoCall Communications Ltd has established the following carbon reduction targets:

- **2024 Target:** Reduce total emissions by 20% compared to the Submission year (2022-2023).
- **2026 Target:** Achieve a 40% reduction in total emissions.
- **2028 Target:** Achieve a 60% reduction in total emissions.
- **2030 Target:** Achieve Net Zero emissions, with any remaining unavoidable emissions to be offset through credible carbon offsetting projects.

These targets will be reviewed annually to ensure they align with our progress and the latest scientific guidance on carbon reduction. We are committed to continuous improvement and will adjust our strategies as needed to meet or exceed these targets.

Carbon Reduction Initiatives

DuoCall is implementing several initiatives to reduce our carbon footprint and achieve Net Zero by 2030:

1. **Energy Efficiency:** We are continuously improving our energy efficiency by adopting energy-saving technologies and practices, such as using energy-efficient lighting and optimising our IT infrastructure.
2. **Sustainable Procurement:** We are committed to purchasing goods and services that have a lower environmental impact, focusing on suppliers who demonstrate sustainable practices.
3. **Business Travel:** We are reducing business travel by encouraging virtual meetings and using public transportation when travel is necessary.
4. **Employee Commuting:** We support flexible working arrangements, including remote work, to minimise commuting emissions. Additionally, we encourage the use of public transportation for commuting.
5. **Waste Management:** We are enhancing our waste management practices to minimise waste generation and increase recycling rates.
6. **Carbon Offsetting:** As part of our commitment to Net Zero, we will explore credible carbon offsetting options to neutralise any unavoidable emissions.

DuoCall Communications Ltd is dedicated to achieving Net Zero emissions by 2030 through a comprehensive approach to carbon reduction. By actively monitoring our emissions, implementing reduction initiatives, and exploring carbon offsetting options, we are committed to making a positive impact on the environment and contributing to a sustainable future.

Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard² and uses the appropriate Government emission conversion factors for greenhouse gas company reporting³.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard⁴.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of DUOCALL COMMUNICATIONS LTD:

J Bradley

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Date: 01/08/2024

Name: James Bradley

Position: Director

² <https://ghgprotocol.org/corporate-standard>

³ <https://www.gov.uk/government/collections/government-conversion-factors-for-companyreporting>

⁴ <https://ghgprotocol.org/standards/scope-3-standard>

